



Preparing for the Unexpected

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An Unprecedented Year

- Counties have faced numerous threats and challenges
 - Cybersecurity
 - Severe weather
 - Global pandemics
- Discussing preparedness and sharing methods are important as many counties have limited access to these tools and processes
- Even with a plan, things will not always go smoothly



Most threats are not
“once-in-a-lifetime”
global events...

- Fire/Smoke
- Severe Weather
- Flooding
- Cyber Attacks

Business Continuity Planning

- How an organization can continue to deliver its services through a disruption or major incident
- Preparing resources, procedures, and strategy for events—before they occur



Our Mindset

“Everybody’s talking about this now, but in a year it will all blow over.”

“When would that ever happen?”

“Who would bother with this place when there are bigger fish out there?”

“We can make a plan once things slow down”

“I don’t make those kind of calls.”



“We’re all adults, we know how to handle emergencies.”



What can we do?

- Develop Business Continuity Plans
- Ensure Physical Safety
- Plan for Other Concerns



Steps for Developing a Continuity Plan

- Business Impact Assessment
- Identify Threats – Consider Scenarios
- Review Weaknesses and Minimize Risks
- Create Plans to Address Threats
- Train, Evaluate, and Review

Business Impact Assessment

- List all employees including contact information
- Create a call tree
- List all records kept/used by the office
- List all vendors used by the office



Business Impact Assessment

- Identify major functions
 - Keep “high-level”
 - Functions not procedures
- For each, list the following:
 - Persons responsible and backups
 - How long service can be down
 - Can function be done remotely
 - Equipment and software needed
- List alternate site/remote work options





Identify Threats –
Consider Scenarios

- Loss of Building
- Staffing Shortage
- Inability to Travel
- Loss of Data

Review Weaknesses and Minimize Risks

Weakness:

CAMA data has no backup and the county's server is no longer supported

Minimized:

- Investigate backup options
- Get quotes for new server and secure funding

Weakness:

Chief clerk intends to retire and is the only person who can _____.

Minimized:

- Assign a backup
- Crosstrain employees
- Create procedure manuals

Weakness:

The totals for a semi-monthly distribution did not balance with recorded receipts

Minimized:

- Set up daily balance procedure
- Train employees
- Audit periodically



Create Plans to Address Threats

- Prioritize functions and determine order of recovery
- Draft plans for each scenario
 - Step-by-step instructions
 - Structured in phases
- Create a recovery team and inform of roles
 - Distribute plan
 - Require team to read/retain

Train, Review, and Evaluate

- Make employees aware
- Practice using the plans
 - Mock exercises with recovery teams
 - Refresher meeting with all employees
- Evaluate at least annually
 - Update procedures and information
 - Re-assess threats and plans



Physical Safety Planning

- It is also important to have policies and procedures in place to protect employees and taxpayers
- Physical security covers several areas:
 - Evacuations & Sheltering in Place
 - Bomb Threats
 - Active Shooter Events





Evacuations & Sheltering in Place

Select Rally Points

- Review existing policies and available shelters
- Focus on employee safety
- Consider proximity to workspace
- Avoid meeting where other offices will be gathering
- Ensure a minimum safe distance

Evacuations & Sheltering in Place

Decide how to proceed to rally points

- Identify who/what would trigger the plan
- Use stairs and avoid elevators
- Plan alternate exits in case primary exit is unavailable
- Take shortest route out of building
- Leave personal items when evacuating



Evacuations & Sheltering in Place

Create procedures for employee accountability

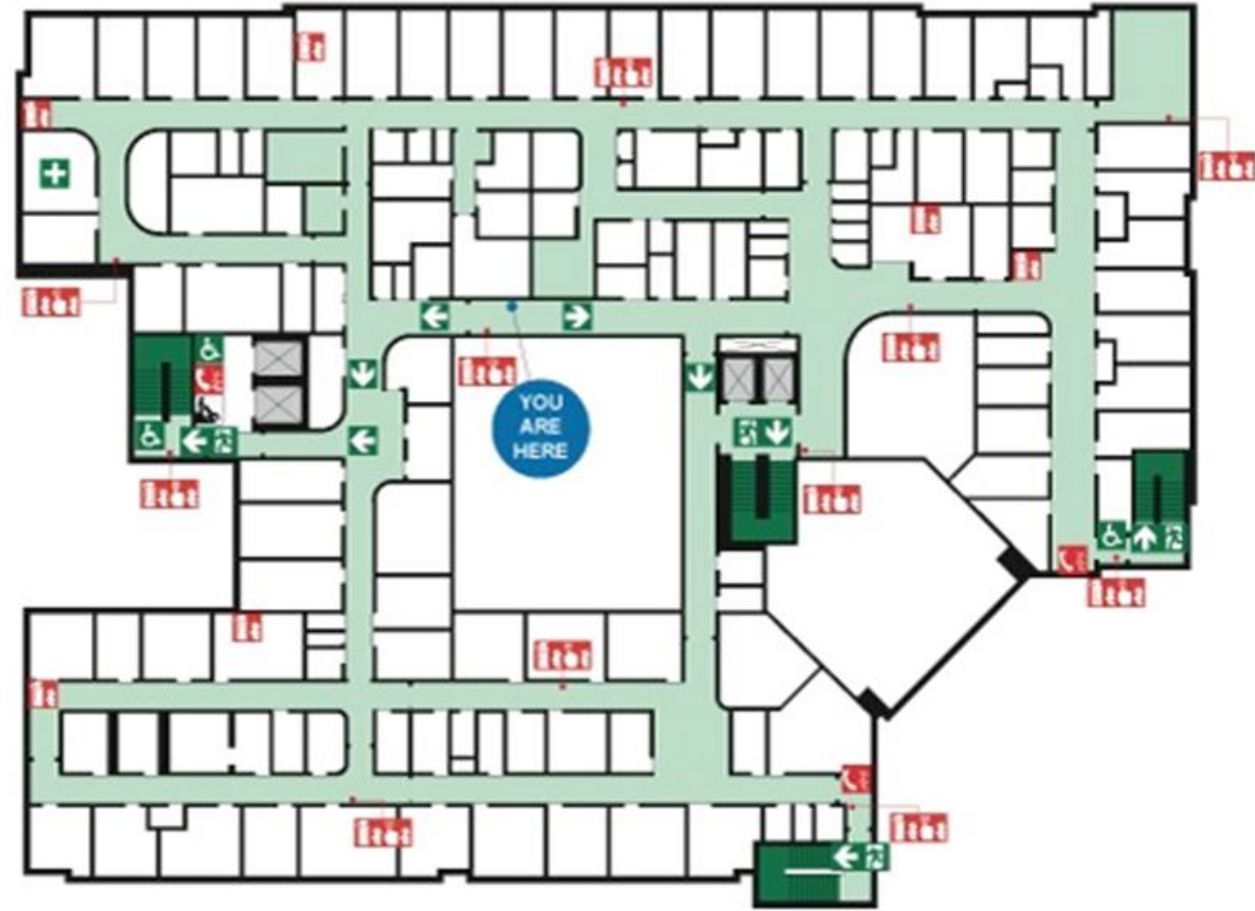
- Ensure that EVERY employee has arrived at the rally point or is otherwise accounted for
- Take a headcount once at the rally point
 - Bring employee contact information*
- Contact employees who are not at the rally point
- Remain at rally point until authorities give the all clear
- Designate person responsible and assign backups



Evacuations & Sheltering in Place

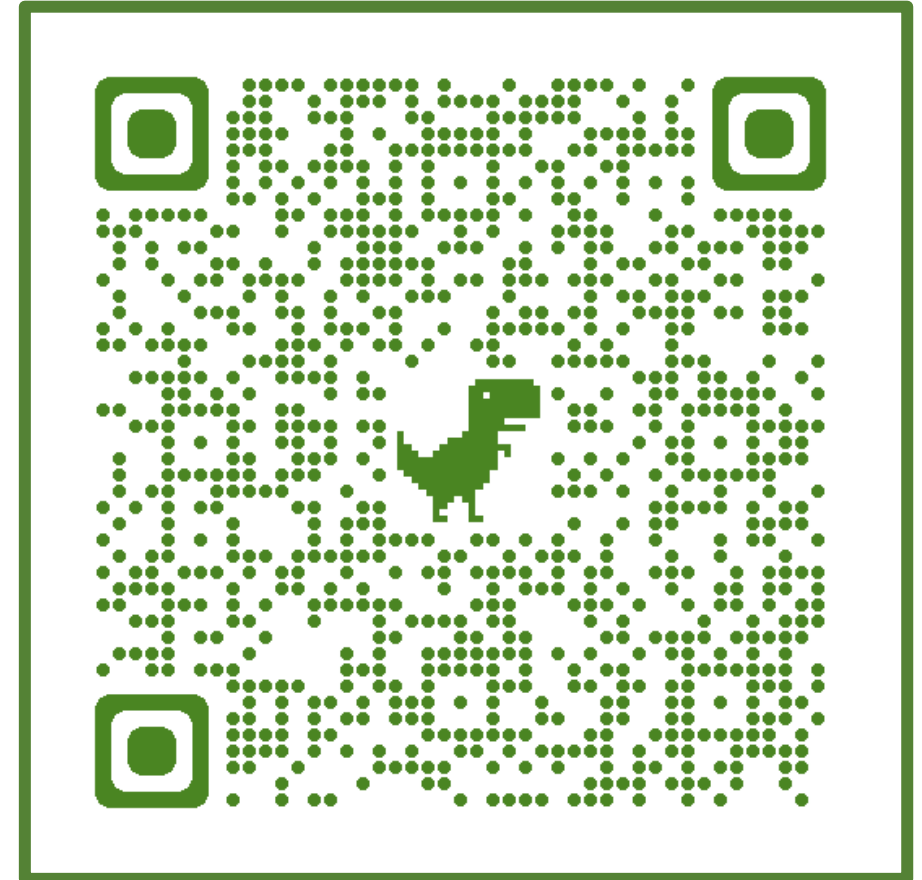
Inform employees and post location

- Distribute the plan to employees
- Conduct training and discuss procedures
- Post maps and general directions in high traffic areas
- Ensure taxpayers are aware of rally points
- Refresh annually and train new hires



Bomb Threats

- Educate employees on how to deal with bomb threats:
 - Keep the caller on the phone
 - Pass a note to a co-worker so they can call the police
 - Do not hang up the phone (even if the caller hangs up)
 - Ask certain questions to help authorities
 - Do not evacuate the building until instructed to do so by property authorities.
- Bomb threat procedure checklists available online.
The QR Code to the right takes you to the Department of Homeland Security's bomb threat checklist:



Active Shooter Events

- These scenarios are handled differently than other physical safety issues
- Run, Hide, Fight
 - Training videos available online
 - Local law enforcement may provide training
- Employees should be encouraged to think about what they would do if they were in an active shooter situation
- QR Code will take you to a YouTube video with “Run, Hide, Fight” training



An aerial photograph of a beach. The left side of the image shows turquoise ocean water with white foam from breaking waves. The right side shows a wide, flat expanse of white sand. The text "Thank You" is centered over the boundary between the water and the sand.

Thank You